



Corporate Social Responsibility Statement

CSR is the term used to describe an organisation's sense of responsibility towards the community and environment in which it operates. The term applies generally to an organisation's effort to go beyond what their statutory duties are and what is required by regulations. CSR is embedded within the LLP's core business philosophy. We aim to be responsible, ethical and accountable in the way that we conduct our business and to manage our portfolio and service provision in a socially, economically and environmentally responsible way.

CSR can also provide added value to an organisation and lead to a number of benefits and rewards including:

- Enhanced brand image and reputation value
- Improved employee engagement
- Increased productivity
- Staff loyalty
- Improved customer satisfaction
- Being an employer of choice
- Positive Public Relations
- Improved resilience

Actions undertaken and identified as CSR generally fall into 4 main categories and our commitment is further demonstrated through a number of specific initiatives within each.

We commit to:

- **Community** – through our Stalled Space Initiative, Credit Union Property Support, Work Placement Programme and direct engagement with communities and other agencies to drive and sustain improvement in local areas.
- **Staff** – through HR policies which have a positive impact on equal opportunities, leave, recruitment, pay/pension, employee relations, absence management, employee benefits, learning and development, work life balance and health and safety.
- **Environment** – through our Energy / Carbon Reduction targets and Recycling Initiatives.
- **Customers, Products & Suppliers** – through sustainable procurement and making best use of natural resources, using appropriate materials and minimising waste. Achievement of "The Real Deal" accreditation status at City Markets.